| Electronic Patent Application Fee Transmittal |   |          |          |        |                         |  |  |  |
|---|---|----------|----------|--------|-------------------------|--|--|--|
| Application Number:                           | 10617486  |          |          |        |                         |  |  |  |
| Filing Date:                                  | 11-Jul-2003   |          |          |        |                         |  |  |  |
| Title of Invention:                           | TELEPHONE CALL CENTER WITH METHOD FOR PROVIDING CUSTOMER WITH WAIT TIME UPDATES |          |          |        |                         |  |  |  |
| First Named Inventor/Applicant Name:          | Philip T. Kortum  |          |          |        |                         |  |  |  |
| Filer:  | Michelle Lecointe/Tracy Perez   |          |          |        |                         |  |  |  |
| Attorney Docket Number:                       | 064198.0168   |          |          |        |                         |  |  |  |
| Filed as Large Entity                         |   |          |          |        |                         |  |  |  |
| Utility Filing Fees                           |   |          |          |        |                         |  |  |  |
| Description                                   |   | Fee Code | Quantity | Amount | Sub-Total in<br>USD(\$) |  |  |  |
| Basic Filing:                                 |   |          |          |        |                         |  |  |  |
| Pages:  |   |          |          |        |                         |  |  |  |
| Claims:                                       |   |          |          |        |                         |  |  |  |
| Miscellaneous-Filing:                         |   |          |          |        |                         |  |  |  |
| Petition:                                     |   |          |          |        |                         |  |  |  |
| Patent-Appeals-and-Interference:              |   |          |          |        |                         |  |  |  |
| Post-Allowance-and-Post-Issuance:             |   |          |          |        |                         |  |  |  |
| Utility Appl issue fee                        |   | 1501     | 1        | 1400   | 1400                    |  |  |  |
| Publ. Fee- early, voluntary, or normal        |   | 1504     | 1        | 300    | 300                     |  |  |  |

| Description        | Fee Code          | Quantity | Amount | Sub-Total in<br>USD(\$) |
|--------------------|-------------------|----------|--------|-------------------------|
| Extension-of-Time: |                   |          |        |                         |
| Miscellaneous:     |                   |          |        |                         |
|                    | Total in USD (\$) |          |        | 1700                    |